DOCUMENT RESUME

ED 481 531 JC 030 540

TITLE	Results of the 2002 QUEST Survey. Annual Staff Survey. Research Report.
INSTITUTION	Howard Community Coll., Columbia, MD. Office of Planning and Evaluation.
REPORT NO	RR-113
PUB DATE	2003-01-00
NOTE	5p.
PUB TYPE	Numerical/Quantitative Data (110) -- Reports - Research (143)
EDRS PRICE	EDRS Price MF01/PC01 Plus Postage.
DESCRIPTORS	Administrator Attitudes; *Community Colleges; Employee Attitudes; *Employees; *Employer Attitudes; Employer Employee Relationship; Faculty College Relationship; Two Year Colleges; Work Environment
IDENTIFIERS	*Howard Community College MD

ABSTRACT

This document is the results of the 2002 employee survey (Quality Evaluation of Service Trends) for all Howard Community College Employees. The response rate was 64%. Ratings for various topics and services were made on a five-point scale ranging from poor to excellent. Employees were also given an "unfamiliar with" category, which did not count in the final results. The top five rated service units included: (1) information technology: print shop; (2) test center; (3) human resources: customer service/helpfulness; (4) cultural arts/theatre; and (5) division office staff: health/social sciences. The campus climate issue with both high ratings for importance and satisfaction were high priority on student learning and support for health and wellness. The item with lowest rating in the campus climate section was parking. In the category of job satisfaction, the highest rated item was resources available to carry out one's job. The highest rating of job satisfaction is for employees who have worked 6-10 years and over 20 years. The 5 areas with the lowest ratings in all categories are the following in order of dissatisfaction: (1) security service; (2) definitions/assigning of performance levels; (3) definition of performance level/merit pay; (4) adequacy of parking facilities; and (5) performance of appraisal process. (MZ)

Reproductions supplied by EDRS are the best that can be made
from the original document.

ED 481 531

HOWARD COMMUNITY COLLEGE
You Can Get There From Here.

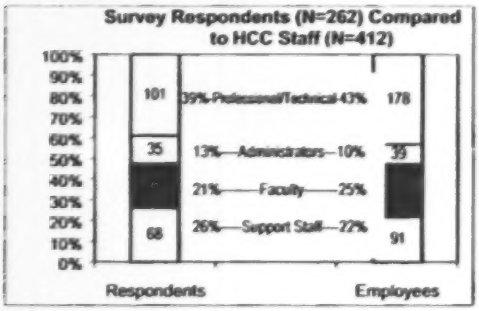
Results of the 2002 QUEST Survey

Annual Staff Survey

Research Report Number 113 January 2003

An annual employee survey makes up one element of Howard Community College's ongoing pursuit of excellence. HCC's QUEST (Quality Evaluation of Service Trends) Survey has, since 1990, offered all college employees the chance to rate college services, campus climate, job satisfaction, and college leadership. Results of the survey give direction for decision making and provide focus for improvement activities and resource allocation. This report presents a synopsis of the survey findings. A set of detailed tables is also available.

Beginning in 1999, HCC's annual QUEST Survey has been web-based. While the 1999 response rate was about the same as the prior year's paper survey, the response rate for 2002 is fully ten percentage points higher than 1999's rate: 64% compared to 54%. In fact, this year's response rate was the highest it has been in the past nine years.



Ratings on College Service Areas

Employees rate college service areas by using a five-point scale ranging from "excellent" to "poor." There is also an "unfamiliar with" category that is not used to calculate mean ratings. That category is of interest, however, to help service units determine how visible they are to their associate employees.

There were 67 service areas on this year's survey. Ratings on them ranged from 2.77 to 4.36. There were 33 items that received ratings of 4.0 or higher, compared to 24 last year. This year, 28 were rated between 3.50 and 3.99, six were rated below 3.50 (12 last year were). A general trend noted is that this year's ratings are more positive than last year's. For some areas, ratings are the highest they have ever been. While improved ratings should be celebrated, it should be cautioned that this up-tick may be a normal fluctuation in ratings and may not signal an overall upward trend. Only time will tell if the pattern holds.

The units shown in the table are the 11 units that received the ten highest ratings on the survey (two areas tied).

Top Rated Units on the 2002 QUEST Survey

Service Units	Mean*	Excellent* Above Avg
1. Information Technology: Print Shop	4.36	84%
2. Test Center	4.32	86%
3. Human Resources: Customer service/helpfulness	4.29	84%
4. Cultural Arts: Theatre	4.28	86%
5. Division Office Staff: Health/Social Sciences	4.27	85%
6. Finance Office: Payroll	4.24	82%
7. Television Studio & Video Services	4.23	82%
8. Academic Support: services for the disabled	4.21	80%
9. Teaching Learning Services Division: Library	4.18	78%
9. President's office staff	4.18	78%
10. Teaching Learning Services Div: Office Staff	4.17	83%

*These figures exclude those who chose "unfamiliar with" or who gave no rating.

The rankings of mean ratings and the percents rated "Excellent/Above Average" are not necessarily the same. Looking at the units with the combined percentage of respondents that gave ratings of four or five may be an illuminating piece of information. The highest percentages were given to *Cultural Arts: Theatre, Test Center,* and *Division Office Staff: Health & Social Sciences*- all above 85%. Other areas not shown on the table that had 80% or higher were: *Academic Support: Learning Assistance Center, Academic Support: student support services, Cultural Arts: Art Gallery, Admissions & Advising: transfer services, Division Faculty: Social Sciences,* and *Teaching Learning Services Division: audio visual services.*

There were five units that had less than 50% rating them "Excellent/Above Average". They were: *Web Page, Cafeteria, Athletics & sports programs, Plant Operations: housekeeping,* and *Security service.* These percentages may indicate a need for further research to explore ways for these areas to improve.

TC030540

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☒ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

B. Liviratos

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

BEST COPY AVAILABLE

As mentioned, there was a general tendency for higher ratings on this year's QUEST Survey. Examining the dimension of change from last year to this year is informative. Of the 55 items that can be compared between the 2001 and 2002 surveys, a surprising 40 increased in ratings, with 26 of those increases of .10 or greater. The greatest increases were for: *Academic Support: Retention Services* (.72), *Athletic & Fitness Center* (.62), *Human Resources Office* (.45), *Web Page* (.36), *Finance Office: Payroll* (.33), and *Counseling & Career Services: career & job counseling* (.30). Two ratings remained the same from last year to this, and 13 declined, nine of those less than .10. The greatest negative change (.37) was seen for the *Welcome Centers* (combined).

On past QUEST surveys, there have been differences, sometimes considerable on specific items, among the ratings given by the four employee groups.

Overall Ratings on Service Areas	
Faculty	**4.03**
Professional/Technical	**3.96**
Support Staff	**3.88**
Administrators	**3.82**

At the individual unit level such differences among employee groups have the most potential impact. For example, inspecting the top three ratings given by each employee group clearly shows the disparity in the ratings.

Support Staff's Top Three Ratings	
1 Human Resources: customer service	4.22
2 Information Technology: Print Shop	4.21
3 AcademicSupport:Learning Assistance Center	4.17
Faculty's Top Three Ratings	
1 Division Office Staff: Health/Social Sciences	4.73
2 Information Technology: Print Shop	4.50
3 Cultural Arts: Theatre	4.45
Administrators' Top Three Ratings	
1 Test Center	4.36
1 Children's Learning Center	4.36
2 Information Technology: Print Shop	4.31
3 Cultural Arts: Theatre	4.29
Professional/Technical Top Three Ratings	
1 Division Off. Staff: English/Languages/ Math	4.38
1 Information Technology: Print Shop	4.38
1 Finance Office: Payroll	4.38
2 Admissions & Advising: transfer services	4.37
3 Human Resources: customer service	4.34

Examining these categories, it can be seen that there is only one unit in the top three ratings of all four employee groups: *Information Technology: Print Shop*. When the top ten ratings are examined, two units appear among the top ten for each employee group: *Print Shop* and *Test Center*. Awarding a star for units placing in each employee group's top ten rating gives us those two units as four-star services. An additional four units get three stars and 11 get two stars.

SERVICE STARS

☆☆☆☆

Information Technology: Print Shop
Test Center

☆☆☆

Academic Support: services for disabled
Cultural Arts: Theatre
Human Resources: customer service & helpfulness
Television Studio & Video Services

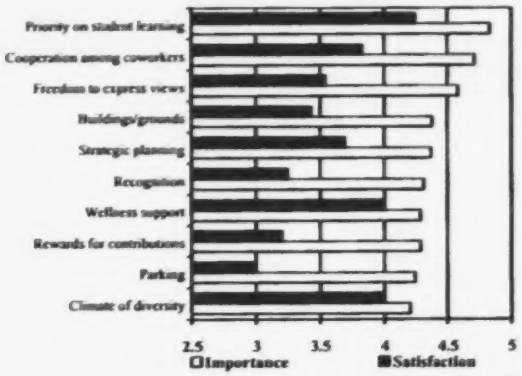
☆☆

Academic Support: Learning Assistance Center
Academic Support: Student support services
Admissions & Advising: transfer services
Division Faculty: Health Sciences
Division Faculty: Science & Technology
Division Faculty: Social Sciences
Division Office Staff: English/Languages/Math
Division Office Staff: Health/Social Sciences
Finance Office: Payroll
President's office staff
Teaching Learning Services Division: Library

Ratings on Campus Climate

On the QUEST Survey HCC employees are asked to assess campus climate by rating the importance of ten climate elements as well as their satisfaction with those elements on five-point scales. While all importance ratings were above 4.00, only two satisfaction ratings were: *High priority on student learning* and *Support for health/ wellness*. Campus climate elements rated below 3.50 were: *Parking, Rewards for contributing to improved quality, Recognition for individual or team contributions*, and *General condition of buildings and grounds*.

Campus Climate: Importance/Satisfaction



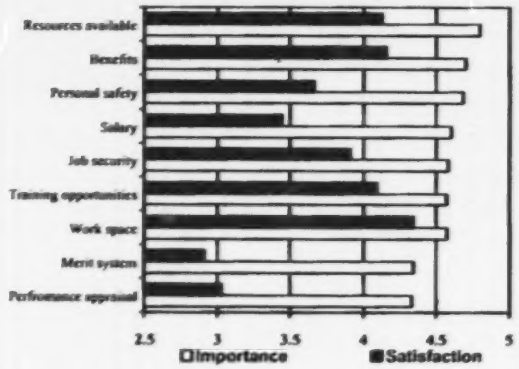
There were differences in campus climate ratings by employment category, with faculty being the most positive in their ratings and support staff the least positive.

OVERALL RATING ON CAMPUS CLIMATE 3.84	
Faculty	**4.00**
Administrators	**3.97**
Professional/Technical Staff	**3.77**
Support Staff	**3.73**

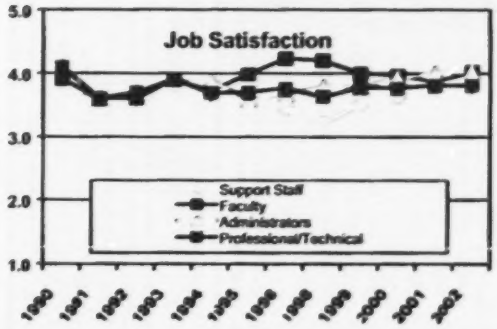
Ratings on Job Satisfaction

There were ten elements of job satisfaction on which respondents rated importance and satisfaction. *Employee benefits*, a new item this year, garnered high ratings on both importance and satisfaction. All importance ratings were over 4.30. *Resources available to you to carry out your job, Employee benefits,* and *Opportunities for job-related training* were the only items that had satisfaction ratings over 4.00. There were three elements of job satisfaction that had ratings under 3.50: *Salary you receive in your present position, Performance appraisal process,* and *Definition of performance levels/ merit pay.*

Job Satisfaction: Importance/Satisfaction



Administrators and faculty exhibited somewhat higher ratings on job satisfaction (4.03 and 4.02, respectively) than the other two groups. Since 2000, the job satisfaction ratings for the four groups have been closer than they were in the mid to late 90's. The greatest difference (0.35) is between administrators and support staff.



One item asked on the QUEST Survey is the number of years respondents have worked at HCC. In comparing the survey respondents to all HCC employees, it was noted that fully 51% of current HCC employees have worked at HCC for five years or less. (This group made up 44% of the respondents to the survey.) Almost a third of HCC employees (32%) have worked at HCC for two years or less, while 19% have been at HCC for 16 or more years.

The highest rates of satisfaction are for those employed for six to ten years and over 20 years.

JOB SATISFACTION BY YEARS AT HCC	
1 to 5 Years	3.81
6 to 10 Years	4.00
11 to 15 Years	3.71
16 to 20 Years	3.82
Over 20 Years	3.93
OVERALL RATING ON JOB SATISFACTION	***3.85***

Ratings on College Leadership/Governance

This section of the survey contains three sub-sections, one each for the vice presidents, the president, and the board of trustees. In each, there were four items and an overall rating. Almost all items in the leadership section were up over last year. The item *Involve you in decisions that affect you* for the vice presidents, was the only one in this whole section rated lower than 3.50. At 3.40 that rating was up 0.28 from last year. The items for the vice presidents increased by an average of 0.18 and their overall rating increased by 0.7. The president's overall rating increased by 0.05 and the overall average change for the items on the president was 0.11. The greatest changes were seen for the board of trustees, with an increase in overall rating of 0.32 and an average increase of 0.24.

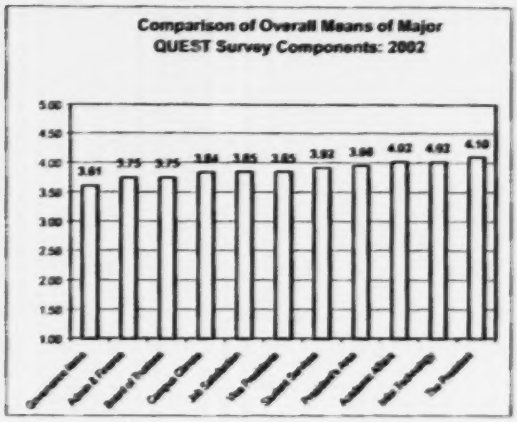
RATINGS ON LEADERSHIP/GOVERNANCE		
HCC'S VICE PRESIDENTS	**2001**	**2002**
Encourage creative and innovative ideas	3.70	3.77
Exhibit leadership that enhances climate	3.60	3.72
Share information you need to do your job	3.47	3.70
Involve you in decisions that affect you	3.12	3.40
Overall Rating on Vice Presidents	***3.72***	***3.85***
HCC'S PRESIDENT		
Fosters a student-oriented approach	4.18	4.17
Exhibits leadership that enhances climate	4.00	4.13
Encourages creative and innovative ideas	3.98	4.09
Builds a climate of trust and openness	3.60	3.79
Overall Rating on the President	***4.05***	***4.10***
HCC'S BOARD OF TRUSTEES		
Makes appropriate decisions on resources	3.49	3.74
Provides effective guidance to the institution	3.39	3.69
Exhibits leadership that enhances climate	3.32	3.60
Builds a climate of trust and openness	3.39	3.52
Overall Rating on Board of Trustees	***3.43***	***3.75***

This year questions were added to the QUEST Survey on the governance model, the Planning Council, and HCC's Cross-Functional Teams. When asked how familiar they are with HCC's governance model, 79% said very or somewhat familiar. The mean satisfaction rating on the governance model was 3.41. Communication by representatives to constituency groups was rated at 3.32.

BEST COPY AVAILABLE

Summarizing the Findings

On this year's QUEST Survey there were 115 separate rated items. They can be grouped into ten areas. Those areas and their overall means are shown in the chart below. All of these major sections are above 3.50 – ratings about which we can be justifiably proud.



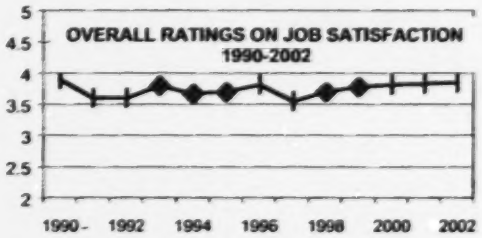
Within some of those major areas are individual items that present opportunities for improvement. Using the customary 3.50 as a cutoff figure, of the 115 items on the survey, there are 21 (19%) that were rated below that figure. The following chart shows these areas, their ratings, and the section of the survey on which they appeared.

QUEST 2002: Ratings under 3.50		
Governance	Planning Council	3.49
Service	Distance Learning coordination/support	3.49
Governance	Safety Cross-Functional Team	3.48
Governance	Salary & Benefits Cross-Functional Team	3.48
Job Satisfaction	The salary you receive in your present position	3.44
Campus Climate	General condition of buildings and grounds	3.43
Governance	Planning Council Products	3.42
Governance	Constituency group communication	3.42
Governance	Satisfaction with governance model	3.41
Leadership	VPs-Involve you in decisions that affect you	3.40
Service	Cafeteria	3.31
Service	Web Page	3.31
Service	Athletics & sports programs	3.30
Service	Plant Operations: Housekeeping	3.26
Campus Climate	Recognition for individual or team contributions	3.24
Campus Climate	Rewards for contributing to improved quality	3.20
Job Satisfaction	The performance appraisal process	3.03
Campus Climate	Adequacy of parking facilities	2.98
Job Satisfaction	Definition of performance levels/merit pay	2.92
Job Satisfaction	Definition/assigning of performance levels	2.91
Service	Security service	2.77

Another indication of this year's more positive ratings is the fact that there were 42 items (36%) rated 4.00 or higher, compared to 29 last year. The table below shows the ten areas from all sections of the survey that received the highest ratings: 4.20 or above. Last year there were only five areas with ratings that high.

QUEST 2002: Top Rated Areas		
Service	Information Technology: Print Shop	4.36
Service	Test Center	4.32
Service	Human Resources customer service/helpfulness	4.29
Service	Cultural Arts: Theatre	4.28
Service	Division Office Staff: Health/Social Sciences	4.27
Climate	High priority on student learning	4.24
Service	Finance Office: Payroll	4.24
Service	Television Studio & Video Services	4.23
Service	Academic Support: services for disabled	4.21
Service	Division Office Staff: English/Languages/ Math	4.21

Employees' job satisfaction has risen steadily by small increments since 1998 to the point where at 3.85, the rating is fully 0.15 higher than in 1998 and is the highest it has been since the first year of the QUEST Survey (1990). A new item on the job satisfaction section of the survey received the highest satisfaction rating: *Employee benefits* (4.15). Satisfaction ratings for all employee categories are well above 3.50, and the areas below that figure remain consistent with past years: merit pay, performance appraisal, and salary. From the climate section of the survey it was seen that employees were also dissatisfied with parking, rewards for contributing to improved quality, and recognition for individual or team contributions.



In an environment of data-driven decision making, the QUEST Survey results have the potential to provide valuable input for focusing improvement activities, for resource allocation, for setting goals, and for appropriately recognizing employees and units that consistently perform at the highest levels.

[Please direct questions or comments about this report to Barbara Loveman, Office of Planning, Research, & Organizational Development, Howard Community College, Little Patuxent Parkway, Columbia, Maryland 21044. Phone: 410-772-4707, E-mail: BLoveman@howardcc.edu]

BEST COPY AVAILABLE

U.S. Department of Education
Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
Educational Resources Information Center (ERIC)

ERIC

REPRODUCTION RELEASE

(Specific Document)

I. DOCUMENT IDENTIFICATION:

Title: Results of the 2002 QUEST Survey — Research Report No. 113

Author(s): Barbara Livieratos

Corporate Source: Howard Community College

Publication Date: January 2003

II. REPRODUCTION RELEASE:

In order to disseminate as widely as possible timely and significant materials of interest to the educational community, documents announced in the monthly abstract journal of the ERIC system, *Resources in Education* (RIE), are usually made available to users in microfiche, reproduced paper copy, and electronic media, and sold through the ERIC Document Reproduction Service (EDRS). Credit is given to the source of each document, and, if reproduction release is granted, one of the following notices is affixed to the document.

If permission is granted to reproduce and disseminate the identified document, please CHECK ONE of the following three options and sign at the bottom of the page.

The sample sticker shown below will be affixed to all Level 1 documents

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

Sample

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

1

Level 1

☑

Check here for Level 1 release, permitting reproduction and dissemination in microfiche or other ERIC archival media (e.g., electronic) and paper copy.

The sample sticker shown below will be affixed to all Level 2A documents

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL IN MICROFICHE, AND IN ELECTRONIC MEDIA FOR ERIC COLLECTION SUBSCRIBERS ONLY, HAS BEEN GRANTED BY

Sample

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

2A

Level 2A

☐

Check here for Level 2A release, permitting reproduction and dissemination in microfiche and in electronic media for ERIC archival collection subscribers only

The sample sticker shown below will be affixed to all Level 2B documents

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

Sample

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

2B

Level 2B

☐

Check here for Level 2B release, permitting reproduction and dissemination in microfiche only

Documents will be processed as indicated provided reproduction quality permits.
If permission to reproduce is granted, but no box is checked, documents will be processed at Level 1.

I hereby grant to the Educational Resources Information Center (ERIC) nonexclusive permission to reproduce and disseminate this document as indicated above. Reproduction from the ERIC microfiche or electronic media by persons other than ERIC employees and its system contractors requires permission from the copyright holder. Exception is made for non-profit reproduction by libraries and other service agencies to satisfy information needs of educators in response to discrete inquiries.

Sign here, → please

Signature: Barbara B. Livieratos

Printed Name/Position/Title: Barbara Livieratos, Asst. Dir, Planning, Research & Org. Dev.

Organization/Address: Howard Community College, 10901 Little Patuxent Parkway, Columbia, MD 21044

Telephone: 410-772-4707

FAX: 410-772-4964

E-Mail Address: BLivieratos@howardcc.edu

Date: 9/09/03

Share Your Work with the World!

Submit your community-college related materials to the ERIC Clearinghouse for Community Colleges and enjoy the benefits of publicizing your work and sharing it with the entire educational community.

We accept a wide range of materials, including:

*Presentation Papers
*Research Studies
*Curricular Materials
*Program Description
*Dissertations

The only requirements are that your document must be at least 5 pages long and have substantive content. (Unfortunately, we cannot accept slide presentations or statistical data without text.)

Just fill out the form on the reverse side of this flyer and mail it with your document to:

ERIC Clearinghouse for Community Colleges
UCLA
3051 Moore Hall, Box 951521
Los Angeles, CA 90095-1521
(800) 832-8256 phone / (310) 206-8095 fax
ericcc@ucla.edu

III. DOCUMENT AVAILABILITY INFORMATION (FROM NON-ERIC SOURCE):

If permission to reproduce is not granted to ERIC, or, if you wish ERIC to cite the availability of the document from another source, please provide the following information regarding the availability of the document. (ERIC will not announce a document unless it is publicly available, and a dependable source can be specified. Contributors should also be aware that ERIC selection criteria are significantly more stringent for documents that cannot be made available through EDRS.)

Publisher/Distributor:
Address:
Price:

IV. REFERRAL OF ERIC TO COPYRIGHT/REPRODUCTION RIGHTS HOLDER:

If the right to grant this reproduction release is held by someone other than the addressee, please provide the appropriate name and address:

Name:
Address:

V. WHERE TO SEND THIS FORM:

Send this form to the following ERIC Clearinghouse:

However, if solicited by the ERIC Facility, or if making an unsolicited contribution to ERIC, return this form (and the document being contributed) to:

ERIC Processing and Reference Facility
4483-A Forbes Boulevard
Lanham, Maryland 20706

Telephone: 301-552-4200
Toll Free: 800-799-3742
FAX: 301-552-4700
e-mail: info@ericfac.piccard.csc.com
WWW: http://ericfacility.org